

Accreditation Report – EMPOWER

Date of Review: February 1, 2021

Overall Score: 96.6%

REVIEW PROCESS:

EMPOWER was reviewed by The Department of Social Services, Office of Licensing and Accreditation for adherence to the Administrative Rules of South Dakota (ARSD) on February 1, 2021. This report contains the following:

- Agency Summary
- Administrative Findings
- Areas of Strengths
- Areas of Recommendations
- Areas Requiring a Plan of Correction
- Prior Areas Addressed in Previous Review
- Accreditation Results

The accreditation results are derived from an administrative score which includes the scoring of policies and procedures and personnel files. The level of accreditation status is based on the overall accumulative score.

AGENCY SUMMARY:

EMPOWER is a non-profit Prevention agency located in Hot Springs, SD. The agency is seeking to renew accreditation for prevention.

EMPOWER was established in March of 2009 to “provide communities with the knowledge and skills to empower youth to make lifestyle choices that will allow them to flourish into adulthood.” Their mission is “to promote the health of people living in the Southern Hills area, enhance public awareness, promote effective policy, build a diverse community membership, and establish a strong foundation to support ongoing efforts”.

EMPOWER has one staff, Valerie Henry. Val is involved in the community and often collaborates with the PRC in her area along with other coalitions in the Southern Hills area.

AREAS OF STRENGTHS:

Description: The following areas were identified as areas the agency demonstrated substantial competency to administrative rules:

EMPOWER's director Valerie has established a detailed and exemplary policies and procedures manual, along with an informative orientation manual. Valerie has also developed an impressive work plan with detailed goals, benchmarks and responsible staff for the work EMPOWER will focus on for the Fiscal Year.

AREAS OF RECOMENDATION:

Description: The following areas were identified as areas that the agency is recommended to review and ensure that the areas are corrected. The areas identified met minimum standards which would not require a plan of correction at this time however they are areas that if continued to be found on the next accreditation review could become future areas of non-compliance requiring a plan of correction.

1. The Prevention agency conducts annual satisfaction surveys of all individuals or stakeholders who requested and participated in prevention services [67:61:11:08 (1)]

Valerie was able to provide some satisfaction surveys for select events, however, due to a fire at EMPOWER's location that destroyed several records, the Department of Social Services would like to make note that the Department could not ensure full compliance with this Administrative Rule. As a result of these extenuating circumstances, EMPOWER was not penalized for not having documentation of satisfaction surveys for all prevention services. It is our recommendation that EMPOWER continue to ensure this rule is met in full, and ensure surveys are entered into their data collection system or sent to their contracted evaluator in a timely manner to minimize future documentation loss.

2. While it is not a requirement of accreditation with the Department of Social Services that documentation be backed up in the event of loss, we would like to recommend that EMPOWER's Director and Board of Directors consider options to minimize documentation loss. This could include cloud backup, specific timelines for surveys to be entered or sent to an outside evaluator, storage in fire-rated filing systems, or other ideas as the Director and Board of Directors see fit. We would encourage this discussion to not center around specifically fire loss, but to include water damage, flooding and natural disasters, theft or other instances that could lead to loss of documentation.

AREAS REQUIRED FOR PLANS OF CORRECTION:

Description: The following areas will require a plan of correction to address the rules of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of these rules.

1. According to 67:61:11:08, The Prevention agency completes a quality assurance review of its prevention programming with an annual summary report made available to the board of directors, agency staff, and the Division. The QA review identifies qualitative problems and recommends plans for correcting them. [67:61:11:08]

As noted above, some documentation was unavailable as a result of a fire, however the most recent annual report that was available (2017) did not include a quality assurance review of the agency's prevention programming. While such items are addressed in the agency's workplan, the Quality Assurance review ought to be added to the annual summary report.

PRIOR AREAS REQUIRING A PLAN OF CORRECTION:

Description: Empower was last reviewed by the Department of Social Services, Office of Licensing and Accreditation on May 23, 2018. The 2018 review identified three areas of recommendations and six areas requiring a plan of correction. Empower resolved the three prior areas of recommendations and five out of six prior areas requiring a plan of correction.

ACCREDITATION RESULTS:

Administrative Review Score: 96.6%

x	Three Year Accreditation (90%-100%)
	Two Year Accreditation (70%-89%)
	Probation (69% and below)